



**BRIAN SANDOVAL**  
Governor

STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

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**MICHAEL WILLDEN**  
Director

**CAROL SALA**  
Administrator

## **MINUTES**

Name of Organization: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing (CAC) and Persons with Speech Disabilities of the Nevada Commission on Services for Person with Disabilities (Nevada Revised Statute [NRS] 427.750)

Date and Time of Meeting: Saturday, April 14, 2012  
10:00 A.M.

Location: Deaf and Hard of Hearing Advocacy Resource Center (DHHARC)  
2575 Westwind Rd, Suite C  
Las Vegas, NV 89146  
(702) 363-3323

To join the meeting by phone, dial 1-888-363-4735 and enter the access code 122-8133 when prompted.

- I. Welcome and Introductions  
Jana Spoor, Subcommittee Chairperson

Members attended in person and via telephone.

**Members Present:** Gary Olsen, Merideth Aurs, Hayley Jeeter, Betty Hammond, Mike Eifert, Dennis Granata (left 2:33), Jana Spoor

**Staff Present:** Rebecca Hahn (taking minutes), Todd Butterworth

**Guests:** Jeff Beardsley, CSN; Thomas Janulewicz, SNSK; Joseph Adamo, SNSK; Gary Shade, SNCIL; Mildred Adamo, Pedro Gonzalez; Debbie Gonzalez; Suzanne Ayers; NVAD; Libby Hathaway, NVAD; Drew Myer; Monica Myer; Linda Raymond, NVAD/NVRID; Melinda Johnson; Brook Paulsen; Brenda Tress, NVAD/CSN; Anne Urasky, DHHARC

A quorum being present, Subcommittee Chairperson Spoor called the meeting to order at 10:09 a.m.

Chairperson Spoor introduced the three new subcommittee members: Hayley Jeeter, Gary Olsen, and Mike Eifert. The remaining members were introduced and their roles on the subcommittee explained, along with the role of the Subcommittee as a whole. The vacant positions on the subcommittee were listed.

II. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item.)

Various members of the community complained that businesses are still resistant to supplying interpreters for deaf persons who require their services. The main reason being given is that interpreters are too expensive. It was suggested that the deaf community be supplied with cards, listing their rights and/or the legal obligations of the business, so that they could present the cards to these businesses. Another suggestion is to have the Nevada state driver's license or identification cards indicating that the bearer is deaf in case of an accident. It was also stated that DHHARC is not responsive to the needs of the deaf community, especially the needs of the growing senior community. It was suggested that DHHARC's website have information in sign language about how to file a complaint and the video number so they can do so with ADSD.

III. Approval of the Minutes from the September 12, 2011 Meeting  
(for possible action)

Jana Spoor, Subcommittee Chairperson

The following spelling corrections need to be made: Hailey should be Hayley, and Olson should be Olsen.

Mr. Olsen made the motion to accept the minutes with corrections. Ms. Hammond seconded. Motion passed.

IV. State Budget Planning Discussion with Possible Recommendations for Budgetary or Legislative Initiatives  
(for possible action)

Todd Butterworth, Aging and Disability Services Division

Mr. Butterworth requested the Subcommittee's opinion of moving forward with the proposal to bring DHHARC services in house. It has been suggested that Disability Services should provide interpreter services either directly or as a referral to other agencies. It would make it much easier for the public to access the various state agencies if the agencies had better understanding of or access to interpreters. Supplying the other agencies with interpreters is costly, so it has never been followed up. However, it could be accomplished by moving DHHARC services in house at no additional expense as we would use the money that is normally granted to DHHARC to fund their services. There would be an expected cost savings of \$50,000 saved in overhead costs. That savings could be used to supply interpreters to other agencies, (possibly on a pay for service fee), or educating agencies on the use of interpreting services. The team hired would include deaf individuals, which would be trained as

certified deaf interpreters, and hearing interpreters. There are both positive and negatives to this proposal. The negatives are: 1) If the agency did a bad job, then it would be harder to move the program back out into the community, or harder to get rid of staff who wasn't performing; 2) Deaf clients may feel more comfortable going to a non-profit rather than a state agency; 3) The deaf community may feel less ownership in a state-run program. Some of the positives would be: 1) It gives deaf services a higher profile which would improve awareness in other state programs. 2) Gives the CAC Subcommittee more control over services provided because it eliminates DHHARC making the relationship between the subcommittee and the services more direct. 3) Gives advocacy role more leverage with other agencies as correspondence from a state agency pulls more weight than correspondence from a private, non-profit company. Discussion followed.

- It was felt that bringing service in-house would make funding vulnerable to state budget cuts. It was explained that funding doesn't come from the general fund, but from a phone surcharge which is housed at the Public Utilities Commission (PUC). If money doesn't get spent, then it gets returned to the PUC, but if more money is needed, funds can be requested from the PUC.
- It was felt that some of the problems being addressed in the proposed move could be handled by the DHHARC, if it was being run properly. Aging and Disability Services (ADSD) has some limited control in their grant requirements which helps determine how DHHARC is run. If ADSD could make the grant requirements more stringent, then DHHARC would become more efficient.
- It was asked why not move grant to another community based agency rather than in-house. The reason given was that there are not any other community based agencies in Nevada that deal solely with the deaf,
- Another option would be to reduce the amount of the grant awarded to DHHARC and redirect the difference to the state to hire some deaf employees.

Public comment was opened:

- It was suggested that DHHARC utilize funds to pay for interpreters when deaf clients need them. DHHARC could also offer training to hospitals and other agencies to educate them in their responsibilities.

Mr. Olsen made the motion to support the concept of the proposal and to appoint a subcommittee to gather more information from the community before proceeding any further. Mrs. Hammond seconded. Motion passed.

V. Suggestions and Discussion Regarding Filling Upcoming Openings on the Subcommittee (discussion item only)  
Jana Spoor, Subcommittee Chairperson

Chairperson Spoor announced that there are currently four open positions on the Subcommittee. The requirements for the individual positions needed are 1) a member of the Nevada Association of the Deaf (NVAD), 2) a CART Provider, 3) an education specialist for persons who are deaf and hard of hearing, and 4) a consumer of sign

language services. Ms. Spoor requested recommendations from the other subcommittee members regarding filling these vacancies.

VI. Aging and Disability Services Division (ADSD) Staff Report  
Betty Hammond, Aging and Disability Services Division

- Present and Discuss FY 11 Monitor of DHHARC Program

Ms. Hammond explained that there is a set grant monitoring tool that is used by ADSD. The results in the monitor are compared to the annual goals and objectives to determine DHHARC's performance. The monitor looks at various aspects of DHHARC. Ms. Hammond went over various portions of the Monitor. Overall DHHARC did very well hitting the most important objectives appropriately. Where they fell short those numbers will be looked at and may need to be revised. Mr. Olsen would like the monitor to be reviewed by a subcommittee, and see how they can get more detailed data, so the Subcommittee can make better recommendations.

- Present and Discuss FY 13 Budget

Ms. Hammond reported on the fiscal year 2013 budget. In part, she addressed former concerns regarding DHHARC staff salaries where the proposed budget had included an increase in salaries of which the Subcommittee was not pleased. In keeping with the Subcommittee's recommendation the budget has been revised to reduce those salary amounts. The budget reflects an increase in the number of CapTels being distributed along with the corresponding cost for increased minutes. Discussion followed:

- It was pointed out that the key to changing the effectiveness of DHHARC was to change the budget by putting the money in those services that are most needed. In addition, if the DHHARC staff is not qualified to provide some of the services that are established in the goals, then the work could be contracted out.
- That the video phone could be better utilized for face-to-face meetings, thereby saving on airfare costs.

- Discuss Ideas Regarding Promotional Items for Relay Nevada for FY 13

Ms. Hammond provided samples of the promotional items used to promote awareness of Relay Services. The following future items were suggested: cell phone holder for the car, paper and pens, key holder with light, and lanyards with snaps.

VII. Present and Discuss Goals and Objectives for Communication Services Programs for FY 13, for Possible Vote to Show Subcommittee Endorsement  
(for possible action)  
Betty Hammond, Aging and Disability Services Division

Ms. Hammond went over the goals and objectives that were devised with DHHARC Board, Executive Director, and staff. The goals and objectives are driven by a number

of factors: perceived areas of need, staff capability/capacity, and budget. It is being presented to the Subcommittee for additional suggestions.

Mr. Olsen made the motion that the goals and objectives be discussed further by a Subcommittee workgroup. Mr. Eifert seconded. Motion passed.

VIII. Present and Discuss Revised By-Laws for Possible Vote of Approval  
(for possible action)

Betty Hammond, Aging and Disability Services Division

Mr. Eifert motioned that the discussion of the by-laws be referred to the Subcommittee Workgroup. Mr. Olsen seconded. Motion passed.

IX. Relay Nevada Report and Discussion

Betty Hammond in place of David Strom, Sprint Representative

- Information Regarding Numbers of Calls Into Relay Nevada
- Discuss Sprint's Annual Report for FY 11

Ms. Hammond overview noted that TRS relay minutes have slowly been declining, while CapTel and VRS minutes have been increasing. Discussion followed:

- Sprint currently holds the contract for Relay Services. The next Request for Proposal (RFP) will be in 2014.

X. Report Regarding Activities of the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC)

Representative of DHHARC

Ms. Urasky gave a report on DHHARC:

- Its mid-year and DHHARC's goals are halfway met.
- The position for Executive Director is vacant.
- Upcoming classes, training and job developers will be available to better enable individuals to find work. Other classes will be offered to help raise skill levels in reading and math.
- DHHARC, in conjunction with DMV, is conducting research on the best way to present the written portion of the driver's license test to deaf and hard of hearing individuals.

XI. Consider Agenda Items for Next Meeting  
(for possible action)

Discuss methods of recognizing subcommittee member's years of service and hard work.

XII. Schedule Next Meeting  
(for possible action)

**XIII. Public Comment** (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item.)

It was suggested that the budget be revised to include the cost of DHHARC staff to attend that annual National ADA Symposium.

**XIV. Adjournment**

Meeting was adjourned at 3:18 p.m.

NOTE: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

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**NOTE:** We are pleased to make reasonable accommodations for members of the public who have disabilities and wish to attend the meeting. ASL Interpreters will be available at the meeting. If special arrangements for the meeting are necessary, please notify Rebecca Hahn at (775) 687-0540 as soon as possible and at least ten days in advance of the meeting. If you wish, you may e-mail her at [rhahn@adsd.nv.gov](mailto:rhahn@adsd.nv.gov).

***Agenda Posted at the Following Locations:***

1. Aging and Disability Services Division, Carson City Office, 3416 Goni Road, Suite D-132, Carson City, NV 89706
2. Aging and Disability Services Division, Las Vegas Office, 1860 East Sahara Avenue, Las Vegas, NV 89104
3. Aging and Disability Services Division, Reno Office, 445 Apple Street, Suite 104, Reno, NV 89502
4. Aging and Disability Services Division, Elko Office, 1010 Ruby Vista Drive, Suite 104, Elko, NV 89801
5. Southern Nevada Center for Independent Living, 6039 El Dora Street, Suite H-8, Las Vegas, NV 89101
6. Deaf and Hard of Hearing Advocacy Resource Center, 2575 Westwind Rd., Suite C, Las Vegas, NV 89146
7. Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
8. Deaf and Hard of Hearing Advocacy Resource Center, 999 Pyramid Way, Sparks, NV 89431
9. Nevada State Library and Archives, 100 North Stewart Street, Carson City, NV 89706

Notice of this meeting was posted on the Internet at: <http://www.nvaging.net/> and [http://dhhs.nv.gov/ODS\\_DisabilityServices.htm](http://dhhs.nv.gov/ODS_DisabilityServices.htm)